

Water Lines

SDW Hotline Report

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Top Ten Topics

Topic	Questions (phone & e-mail)	Percent of Total* Questions
Tap Water Testing	280**	12
Local Drinking Water Quality	207	9
Consumer Confidence Reports	195	8
Household Wells	171	7
Lead	125	5
Home Water Treatment Units	121	5
Other EPA	94	4
Radon	82	3
Other Background	81	3
Non-EPA Environmental	79	3

*A total of 2,431 questions were answered by the Hotline (via telephone and e-mail) in April 2003.

**Citizens who obtain their drinking water from private household wells asked 29 percent of the tap water testing questions.

Calls	E-mails	Total
1,705	279	1,984***

***A single call or e-mail may generate multiple questions.

Published Monthly

See past reports at

<http://intranet.epa.gov/ow/hotline>

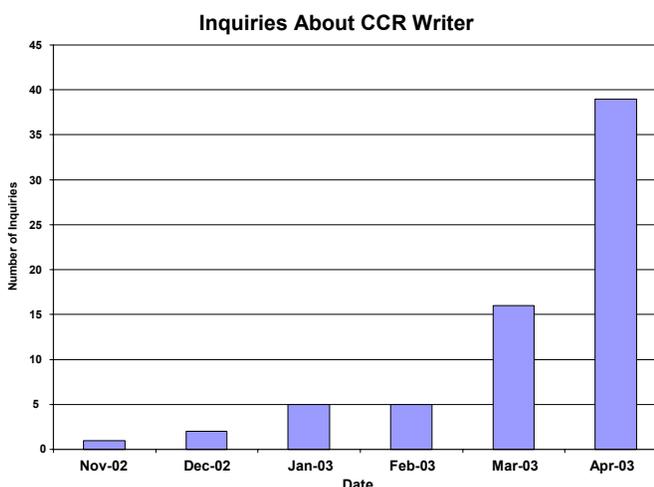
Safe Drinking Water Hotline: National Toll-free No.: (800) 426-4791 or (877) EPAWATER

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Monthly Trends

During the month of April, the Safe Drinking Water Hotline received an increase in inquiries regarding EPA's CCR Writer software. CCR Writer is a tool that assists community water systems (CWSs) in creating their consumer confidence reports (CCRs). The increase in inquiries coincided with the April 1st release of the CCRiWriter Web-based application as well as the approaching July 1st deadline for CWSs to mail or directly deliver the reports to their customers. The following chart illustrates the recent increase in inquiries about CCR Writer.



What's New

New Publications:

- The revised *Cross-Connection Control Manual*, EPA816-R-03-002, is now available at www.epa.gov/safewater/crossconnection.html.
- The *2000 Community Water System Survey*, EPA815-R-02-005A, is now available at www.epa.gov/safewater/cwssvr.html or by contacting the Safe Drinking Water Hotline.
- *Lead and Copper Rule: Final version of the Revised Guidance Manual for Selecting Lead and Copper Control Strategies*, EPA816-R-03-001, is now available at www.epa.gov/safewater/lcrrm/implement.html#lead-cop-control or by contacting the Safe Drinking Water Hotline.
- *Filter Backwash Recycling Rule Technical Guidance Manual*, EPA816-R-02-014, is now available at www.epa.gov/safewater/filterbackwash.html or by contacting the Safe Drinking Water Hotline.
- *Guidance on Generation and Submission of Grandfathered Cryptosporidium Data for Bin Classification Under the Long Term 2 Enhanced Surface Water Treatment Rule*, EPA815-R-03-009, is now available at www.epa.gov/safewater/lt2/grand.html or by contacting the Safe Drinking Water Hotline.

New Internet Resources

- Long Term 2 Enhanced Surface Water Treatment Rule Web site is now available at www.epa.gov/safewater/lt2/index.html.
- EPA's Internet based consumer confidence report software, CCRiWriter, is now available at www.epa.gov/safewater/ccr/ccrwriter.html.
- Presentations from the 2002 Arsenic Rule training sessions are now available at www.epa.gov/safewater/ars/implement.html.

Calendar:

Who?	What?	Where?	When?	More Information
NRWA	Rural Water Rally	Washington, DC	4/6/2003 – 4/8/2003	
OW, OSWER, EPA Region 4	2003 EPA Science Forum	Washington, DC	5/5/2003 – 5/7/2003	For more information: www.epa.gov/ord/scienceforum
State/EPA	State Revolving Fund Work Group Meeting	Washington, DC	5/6/2003 – 5/7/2003	
Council of Infrastructure Financing Authorities	Federal Policy Conference	Washington, DC	5/8/2003 – 5/9/2003	
National Association of State Floodplain Managers	Annual Conference	St. Louis, MO	5/11/2003 – 5/16/2003	
NDWAC	Contaminant Candidate List Classification Process Work Group	Washington, DC	5/12/2003 – 5/13/2003	
NDWAC	Full Council Meeting	Washington, DC	5/14/2003 – 5/15/2003	
EPA	Public Stakeholder Meeting on Drinking Water Distribution Systems	Washington, DC	5/16/2003	
EPA	Source Water Protection Conference	Washington, DC	6/2/2003 – 6/4/2003	For more information: www.epa.gov/safewater/protect/swpconf.html
	National UIC Managers Meeting	Denver, CO	6/10/2003 – 6/12/2003	
AWWA	Annual Conference	Anaheim, CA	6/15/2003 – 6/19/2003	For more information: http://www.awwa.org
NDWAC	Contaminant Candidate List Classification Process Work Group	Washington, DC	7/16/2003 – 7/17/2003	
EPA	Community Involvement Conference	Philadelphia, PA	7/22/2003 – 7/25/2003	
ASIWPCA	Annual Conference	Whitefish, MT	8/24/2003 – 8/26/2003	
NDWAC	Contaminant Candidate List Classification Process Work Group	Washington, DC	9/17/2003 – 9/18/2003	

Frequently Asked Qs & As

This section provides answers to frequently asked questions not necessarily represented in one of the Top Ten Topic categories.

Q: Can point-of-entry (POE) devices be used to comply with the maximum contaminant levels established under the National Primary Drinking Water Regulations?

A: A public water system (PWS) may use POE devices, provided the system achieves certain requirements. Every building connected to the PWS must have a POE device installed, maintained, and adequately monitored. It is the responsibility of the PWS to operate and maintain the POE devices. The effective technology must be properly applied under a plan approved by the state. The POE devices must provide health protection equivalent to central water treatment and the microbiological safety of the water may not be compromised. Additionally, the state must require adequate certification of all POE devices and, if not included in the certification process, a rigorous engineering design review of the POE devices (40 CFR 141.100).

Q: EPA developed a Laboratory Quality Assurance Evaluation Program to identify laboratories that can reliably measure the occurrence of Cryptosporidium in surface water using EPA Methods 1622 and 1623. How can a laboratory obtain approval from EPA to use these methods to monitor for Cryptosporidium?

A: The Laboratory Quality Assurance Evaluation Program is a voluntary program. Any laboratory may participate, provided it meets the personnel and laboratory criteria as outlined in the March 4, 2002 Federal Register Notice (67 FR 9731). Interested laboratories should submit completed application packages and supporting documentation to EPA's Laboratory Quality Assurance Coordinator. Laboratories are expected to analyze initial performance testing (IPT) samples. Upon successful completion of the IPT samples, EPA will conduct on-site evaluations and data audits. Laboratories that successfully complete the Laboratory Quality Assurance Evaluation Program will be granted "Approval Pending" status. Approval is dependant on the promulgation of the Long Term 2 Enhanced Surface Water Treatment Rule. Application packages and further information on the Quality Assurance Evaluation Program are available at the following EPA Web site: www.epa.gov/safewater/lt2/cla_final.html.

Q: Is there a guidance document that outlines sampling techniques for testing lead in drinking water?

A: Sampling techniques for testing lead in drinking water are outlined in EPA's approved methods for compliance monitoring of lead in drinking water. In addition, a document entitled *Lead and Copper Monitoring and Reporting Guidance for Public Water Systems* (EPA816-R-02-009) provides guidance on lead and copper monitoring for public water systems. This guidance document is available at the following URL: www.epa.gov/safewater/lcrmr/finalmonitoringguidance.pdf.

Q: Can gross alpha particle activity analytical results be substituted for radium levels when determining compliance with the radium-226/228 standard?

A: Gross alpha particle activity results may be substituted for the required radium-226 levels when determining compliance, provided that the measured gross alpha particle activity does not exceed 5 pCi/L. If the gross alpha particle activity result is less than the detection limit, then one-half the detection limit (i.e., 1.5 pCi/L) is used for radium-226 and is added to the radium-228 activity. The combined radium-226/228 value must be used to determine compliance. If the gross alpha particle activity result is above the detection limit, compliance is determined using the whole gross alpha result (40 CFR 141.26(a)(5)).

Q: Our utility is in the process of developing the consumer confidence report (CCR). We would like to use the CCR Writer v2.0 software, but we are having difficulty downloading it from EPA's Web site. Is the software available on CD-ROM?

A: EPA is no longer making the CCR Writer v2.0 available on CD-ROM. However, EPA has designed and is encouraging the use of a Web-based CCRiWriter software application. The CCRiWriter takes users through all the sections of a CCR, converts lab results into "CCR units," and allows users to insert and edit EPA's recommended text. A link to the CCRiWriter application and additional information about the application is available at www.epa.gov/safewater/ccr/ccrwriter.html.

Q: Community water systems (CWSs) must send copies of their consumer confidence reports (CCRs) to their primacy agencies by July 1st of each year (40 CFR 141.155(c)). Can CWSs e-mail their CCRs to the primacy agency?

A: CWSs can send their CCRs to the primacy agencies in an electronic or hard copy format (*Revised State Implementation Guidance for the Consumer Confidence Report*, EPA816-R-01-002, January 2001).

Q: What is hardness in water? How does it affect my drinking water?

A: Hardness is a measure of the amount of calcium and magnesium in the water. It is usually measured with combined calcium and magnesium levels and reported as Calcium Carbonate (CaCO₃). The

calcium and magnesium compounds can interfere with corrosion control because they are less soluble at high pH levels than at low pH levels. When corrosion control techniques are selected and implemented, hardness must be taken into consideration because it can cause unintended side effects such as increased scaling, both within the pump station and treatment plant or out in the service area (*Revised Guidance Manual for Selecting Lead and Copper Control Strategies*, EPA816-R-03-001, March 2003).

Did You Know?

Approximately 800,000 water wells are drilled each year in the United States for domestic, farming, commercial, and water testing purposes.

American Water Works Association

EPA DISCLAIMER

Answers to questions in the Safe Drinking Water Hotline monthly report are intended to be purely informational and are based on SDWA provisions, EPA regulations, guidance, and established policy effective at the time of publication. The answers given reflect EPA staff's best judgment at the time and do not represent a final or official EPA interpretation. This report does not substitute for the applicable provisions of statutes and regulations, guidance, etc., nor is it a regulation itself. Thus, it does not impose legally-binding requirements on EPA, States, or the regulated community. An answer to a question in this report may be revised at any time to reflect EPA's revisions to existing regulations, changes in EPA's approach to interpreting its regulations or statutory authority, or for other reasons. EPA may provide a different answer to a question in this report in the future.

Also, an answer provided in this report may not apply to a particular situation based upon the circumstances. Any decisions regarding a particular case will be made based on the applicable statutes and regulations. Therefore, interested parties are free to raise questions and objections about the appropriateness of the application of an answer in this report to a particular situation, and EPA will consider whether or not the recommendations or interpretations in the answer are accurate and appropriate in that situation. The information in this report is not intended, nor can it be relied upon, to create any rights enforceable by any party in litigation with the United States.

Hotline Statistics

Monthly Summary of Hotline Service

Total number of calls answered	1,705
Total number of e-mails received	279
Average wait time (in seconds)	0:33
Percent of calls satisfied immediately	99.9%
Percent of all calls answered in < 1 min	82.8%
Percent of callbacks answered in 5 days	100%
Percent of e-mails answered in 5 days	100%
Number of times callers listened to recorded message about local DW quality	607
Number of times callers listened to recorded message about arsenic rule	35

Comparison to Previous Year

	Calls	E-mails
April 2003	1,705	279
April 2002	2,165	259

Top Ten Referrals

Inquiry Referred to:	Number of Referrals	Percent of Total* Referrals
1. State Lab Certification	269	18
2. EPA Internet	226	15
3. Local Water System	182	12
4. State PWSS	136	9
5. NSF/WQA/UL	121	8
6. AGWT/WSC	74	5
7. Local Public Health	69	5
8. Other Hotlines	63	4
9. EPA Regions	61	4
10. FDA/IBWA	39	3

**A total of 1,469 referrals to other resources, agencies, and organizations were provided by the Hotline in April 2003.*

Customer Profiles

Customer	Calls	E-mails
Analytical Laboratories	14	6
Citizen - Private Well	270	26
Citizen - PWS	850	75
Consultants/Industry/Trade (DW)	88	16
Consultants/Industry/Trade (Other)	119	45
Environmental Groups	1	0
EPA	20	2
Other Federal Agency	9	8
Government, Local	14	7
Government, State	38	5
Government, Tribal	2	0
Spanish Speaking	1	0
International	13	19
Media	6	0
Medical Professional	4	1
Public Water System	153	20
Schools/University	60	49
Other	43	0
TOTALS	1,705	279

Daily Call Data

	Total Calls Answered	Average Wait Time mm:sec
1-April	83	00:24
2-April	92	00:22
3-April	77	00:30
4-April	76	00:52
7-April	75	00:34
8-April	72	00:50
9-April	81	00:30
10-April	75	00:19
11-April	84	00:45
14-April	70	00:25
15-April	92	00:36
16-April	48	00:38
17-April	70	00:18
18-April	51	00:33
21-April	65	00:29
22-April	95	00:46
23-April	81	00:33
24-April	79	00:29
25-April	79	00:18
28-April	78	00:46
29-April	89	00:26
30-April	93	00:32
TOTALS	1,705	00:33

Topic Categories

Category	Calls	E-mails
Microbials/Disinfection Byproducts		
Chlorine	10	6
Coliforms	35	3
Cryptosporidium	26	2
Disinfection/Disinfection Byproducts (Other)	23	5
Disinfection – Home Water	10	3
Other Microbials	4	1
Storage – Home Water	11	0
Surface Water Treatment (SWTR, ESWTR, LT1FBR)	29	3
Trihalomethane (THM)	13	4
Inorganic Chemicals (IOC)/Synthetic Organic Chemicals (SOC)		
Arsenic	29	1
Fluoride	13	4
Methyl- <i>tertiary</i> -butyl-ether (MTBE)	14	0
Perchlorate	7	5
Phase I, II & V	27	3
Sodium Monitoring	1	0
Sulfate	1	0
Lead and Copper		
Copper	18	4
Lead	118	7
Lead Contamination Control Act (LCCA)/Lead Ban	7	2
Radionuclides		
Radionuclides (Other)	18	5
Radionuclides (Radon)	79	3
Secondary DW Regulations		
Secondary DW Regulations	30	8
SDWA Background/Overview		
Definitions & Applicability	20	7
MCL List	58	10
Other Background	49	32
SDWA	20	1

Category	Calls	E-mails
Water on Tap	8	3
Other DW Regulations		
Analytical Methods (DW)	29	12
Contaminant Candidate List/ Drinking Water Priority List	1	2
Consumer Confidence Report (DW)	186	9
DW Primacy (PWS)	2	0
Operator (PWS) Certification	4	0
Other Drinking Water Security	29	9
Public Notification (PWS)	57	5
Security Planning Grants	9	6
State Revolving Fund (DW)	4	2
Unregulated Contaminant Monitoring Rule (UCMR)	41	0
Other Drinking Water		
Additives Program	1	5
Bottled Water	43	3
Complaints about PWS	36	9
Compliance & Enforcement (PWS)	17	2
Home Water Treatment Units	110	11
Infrastructure/Cap. Development	7	7
Local DW Quality	186	21
Tap Water Testing	260	20
Treatment/BATs (DW)	14	7
Drinking Water Source Protection		
Ground Water Rule	9	7
Sole Source Aquifer	1	0
Source Water/Wellhead Protect.	34	11
UIC Program	7	2
Out of Purview		
Household Wells	154	17
Non-Environmental	40	10
Non-EPA Environmental	50	29
Other EPA (Programs)	70	24
TOTALS	2,079	352

SAFE DRINKING WATER HOTLINE MONTHLY REPORT

April 2003

APPENDIX A: FEDERAL REGISTER SUMMARIES

“Public Water Supply Supervision Program Revision for the State of New York”

April 4, 2003 (68 FR 16513)

EPA has determined to approve an application by the State of New York to revise its Public Water Supply Supervision Primacy Program. New York has adopted drinking water regulations for the Consumer Confidence Report Rule. EPA has determined that these revisions are no less stringent than the corresponding federal regulations. Therefore, EPA has given notice of tentative approval and has solicited a request for a public hearing. EPA intends to approve this state program revision if no timely or appropriate requests are made for a hearing, with the revisions becoming final and effective May 5, 2003.

“Announcement of a Public Stakeholder Meeting on Drinking Water Distribution Systems”

April 8, 2003 (68 FR 17041)

EPA announced a public meeting to discuss the finished water quality in distribution systems. The purpose of this meeting is to provide information to stakeholders and the public. The stakeholder meeting will be held on May 16, 2003.

“Meeting of the National Drinking Water Advisory Council; Notice of Public Meeting”

April 9, 2003 (68 FR 17365)

EPA announced a meeting of the National Drinking Water Advisory Council (NDWAC), established under the Safe Drinking Water Act, as amended. The Council will hear presentations and have discussions on topics important to EPA’s national drinking water program, including: status reports from the NDWAC's work groups on Affordability and the Contaminant Candidate List, updates on regulatory activities, source water protection initiatives, and the development of EPA's new strategic plan. The meeting will be held on May 14, 2003.

“Agency Information Collection Activities: Proposed Collection; Comment Request; Drinking Water Regulations Compliance and Cost Retrospective Survey”

April 14, 2003 (68 FR 17937)

In compliance with the Paperwork Reduction Act (44 U.S.C. 3501 et seq.), this notice announced that EPA is planning to submit the proposed Information Collection Request (ICR), “Drinking Water Regulations Compliance and Cost Retrospective Survey,” EPA ICR No. 2101.01, to the Office of Management and Budget (OMB). Before submitting the ICR to OMB for review and approval, EPA is soliciting comments. Comments must be submitted on or before June 13, 2003.

**“Public Water System Supervision Program Revisions for Nebraska”
April 17, 2003 (68 FR 18979)**

EPA announced that Nebraska is revising its approved Public Water System Supervision Program. EPA has determined that these revisions are no less stringent than the corresponding federal regulations. Therefore, EPA intends to approve these program revisions. A public hearing on the approval may be requested in writing by May 19, 2003.

**“Notice of Tentative Approval and Solicitation of Request for a Public Hearing for Public Water System Supervision Program Revisions for the State of West Virginia”
April 17, 2003 (68 FR 18979)**

EPA announced that West Virginia is revising its approved Public Water System Supervision Program. West Virginia has amended its administrative penalty authority and the definition of a public water system, and has adopted the Consumer Confidence Report Rule, the Interim Enhanced Surface Water Treatment Rule, and the Stage 1 Disinfectants/Disinfection Byproducts Rule. EPA has determined that these revisions are no less stringent than the corresponding federal regulations. Therefore, EPA has decided to tentatively approve these program revisions. Comments or a request for a public hearing must be submitted by May 19, 2003.

**“Arsenic Treatment Demonstrations”
April 18, 2003 (68 FR 19208)**

EPA announced that it plans to conduct the second phase of a demonstration program on the treatment of arsenic in drinking water. EPA intends to identify and evaluate the ability of commercially available technologies and engineering or other approaches to cost effectively meet the new standard in small water systems. Through this notice, EPA is inviting the public at large, governmental and regulatory agencies, public health agencies, and drinking water utilities to identify small water utilities that may be interested in hosting a demonstration at their facility. Such utilities should be those that will require treatment to comply with the new arsenic standard. Requested information must be submitted by July 15, 2003.

**“Notice of Tentative Approval and Solicitation of Request for a Public Hearing for Public Water System Supervision Program Revision for the Commonwealth of Virginia”
April 29, 2003 (68 FR 22695)**

EPA announced that Virginia is revising its approved Public Water System Supervision Program. Virginia has adopted an Interim Enhanced Surface Water Treatment Rule and a Stage 1 Disinfectants/Disinfection Byproducts Rule. EPA has determined that these revisions are no less stringent than the corresponding federal regulations. Therefore, EPA has decided to tentatively approve these program revisions. Comments or a request for a public hearing must be submitted by May 29, 2003.

**“Agency Information Collection Activities; OMB Responses”
April 30, 2003 (68 FR 23123)**

This document announced Office of Management and Budget responses to Agency clearance requests, in compliance with the Paperwork Reduction Act (44 U.S.C. 3501 et. seq.). Specifically, EPA ICR No. 2103.01, “Title IV of the Public Health Security and

Bioterrorism Preparedness and Response Act of 2002: Drinking Water Security and Safety,” was approved March 31, 2003. This ICR, OMB No. 2040-0253, expires September 30, 2003. Also, EPA ICR No. 1912.01, “Information Collection Request; National Primary Drinking Water Regulation for Lead and Copper (Final Rule),” was granted a short-term extension on March 24, 2003. This ICR, OMB No.2040-0210, now expires on June 30, 2003.